



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending June 30, 2006

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	6.00	6.00	6.00	6.00
C. Repair Office Answer Time [730.510(b)(1)]	54.00	54.00	48.00	52.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	7.00	26.00	50.00	27.67
E. Percent of Service Installations [730.540(a)]	95.29%	66.63% *	96.45%	96.23%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	87.04% *	97.91%	85.04% *	86.72% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	9.21 *	7.40 *	7.24 *	7.95 *
H. Percent Repeat Trouble Reports [730.545(c)]	35.27% *	36.32% *	33.06% *	34.62% *
I. Percent of Installation Trouble Reports [730.545(f)]	26.23% *	23.51% *	17.65%	22.59% *
J. Missed Repair Appointments [730.545(h)]	9	4	10	8
K. Missed Installation Appointments [730.540(d)]	54	65	73	64

Comments

No data for Operator Answer Time-Toll & Assistance as it is handled by a third party vendor. Increased trouble calls due to storms and training of new hires. Corrective action includes: retraining; preventative maintenance program; focus on report calls.



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